



Section 3: Building Relationships with Partners and Volunteers



Being a volunteer in the court system gives me an opportunity to make our system better. There are not just the benefits to us as volunteers, that satisfaction we get knowing we've made a difference. There is a benefit to the people with whom we work. They get one-on-one attention the courts might not otherwise be able to supply.

There is a huge benefit to judges and the courts in general. There are more and more court cases each year. By diverting them to volunteer programs like mediation, it lifts some of that burden from the court. Since they are volunteer programs, the cost is minimal. That becomes a benefit to taxpayers. The courts are providing services for which they might otherwise have to pay or do without.

The public at large benefits because the volunteers represent the community, with all its diversity. Volunteers come from all walks of life, all backgrounds, and all bring special skills.

—Participant of the
National Town Hall Meeting conference proceedings

One of the most inspiring aspects of court and community collaboration is the testimony of concerned citizens. For example, five representatives of the community of citizens living with disabilities appeared before the Special Task Force on Court/Community Outreach to voice their concerns about access and court processes for individuals living with a variety of disabilities. Recognizing the significant role that the courts play in all communities, these individuals asked to be involved in the task force's and courts' efforts and offered to provide information and training to facilitate access and fairness for those living with disabilities.

This community's participation was not unusual. Throughout its deliberations, the task force heard from bar associations, school associations, mediation groups, the media, individuals, and a wide array of nonprofit organizations expressing their willingness to collaborate with the courts to conduct projects or education that would benefit both themselves and the courts. The task force encountered many individuals and organizations that expressed an interest in working with their local courts. A list of these possible partners is included at the end of this section.



COMMUNITY PARTNERS AND VOLUNTEERS

Interested community groups or members can play two interconnected roles — partners and volunteers. Community partners and volunteers can be involved in the court system to:

- Raise the public's awareness of the courts
- Nurture the court's critical role in American society, among friends, colleagues, public officials and community leaders
- Link the courts to local community resources
- Advocate for the needs of courts
- Alert the courts to community concerns
- Share political risks¹

Descriptions of the many types and examples of community outreach programs, education partnerships, and community justice initiatives contained in this handbook are replete with examples of courts collaborating with local schools, businesses, bar associations, and civic organizations. State and local bar associations are uniquely positioned as potential collaborators in community outreach activities. Bar members can assist judges by introducing them and explaining the legitimate ethical constraints faced by judges in answering questions at public meetings. Bar associations may also have independent funding that could be made available to defray community outreach program expenses. As courts develop opportunities for community collaboration and community outreach programs, they will recognize that their communities hold many enthusiastic partners just waiting to learn how they can help.

Key Points

Maintain a wide perspective. In identifying potential partners and volunteers, it is important that the courts keep an open mind about the possible sources of collaborators. Think creatively when identifying lists of organizations and/or individuals to contact. Possible sources to consider are listed below.

Local chapters of national organizations

The American Association of Retired Persons, the League of Women Voters of the United States, the Public Relations Society of America, the National Association for the Advancement of Colored People, the Hispanic National Bar Association, the Japanese American Citizen League, Rotary, Lions, Elks, Kiwanis, and Jaycees are all national organizations with local chapters that are committed to public service.

Community organizations and

Depending on the type of program and/or outreach effort the court is contemplating, local school boards, local colleges,

¹*Citizens and Their Courts*, Alexandria, VA: National Courts and Community Advisory Committee and State Justice Institute, 1995.



individuals	nearby law schools, the business community, civic organizations, bar associations, neighborhood associations, educational institutions, the local media, and former jurors all are resources that can be called upon for assistance and participation.
Existing partners and contacts	Hold a brainstorming session at your next judges' or administrators' meeting or among court staff to identify organizations to which they belong. By virtue of their membership, court staff have a ready-made avenue of communication and can explore appropriate partnering and volunteer opportunities with those groups. Also consider the partners the courts already have. Do these partners know of others who might be available and interested in participating? Would the existing partner be interested in playing a different or expanded role in assisting the courts?
Jurors as ready-made partners	Jurors who perform their civic duty have the firsthand opportunity to learn about the role and operation of the courts. Consider letting jurors know that there are opportunities to volunteer with the courts, ask them to carry that information to groups with which they are affiliated, and let them know who they should contact if they are interested. (See Section 5B, <i>Juror Education/Appreciation</i> for more information.)

Once potential partners/volunteers have been identified, develop a systematic approach to contacting them. Consider having judges, court executives, and/or managers attend meetings of the groups as interested citizens and as a representative of the courts.²

Assure Diversity in Participation	<p>To achieve a representative group:</p> <ul style="list-style-type: none"> ➤ <u>Assess the demographics of the community.</u> Look at age, gender, disabilities, ethnicity/race, language, religion, and economic status. Also consider any other variables that may be unique to your court's area. ➤ <u>Include all geographic regions of the community.</u> Consider east vs. west, uptown vs. downtown, city vs. county. ➤ <u>Build in youth.</u> Not only will it create a more representative program, it will also lend credibility to your plan and add youthful energy through a unique perspective that is not likely to be hindered by preconceived notions.
--	--

² *Citizens and Their Courts*, p. 9.



COMMUNITY BUILDING AND COLLABORATION

Community building and organizational collaboration are efforts that require thoughtful consideration, structuring, and evaluation. *Community building* initiatives are “any identifiable set of activities pursued by a community in order to increase the social capacity of its members.”³ *Organizational collaboration* is a mutually beneficial and well-defined relationship entered into by two or more organizations to achieve common goals.⁴

Community Building

Community building initiatives have been engaged in for decades with different levels of success throughout communities in California and the United States. The courts, in their efforts to reach out to their communities to address public trust and confidence issues, should become aware of the community building initiatives that have taken place and/or that are currently underway in their communities. These existing initiatives may provide opportunities for the courts to collaborate or at least to make contact for purposes of informing the community about the court’s outreach programs.

When reaching out, it is important for the courts to be aware of the factors that are linked to successful community building efforts. These factors, set forth in three primary categories, are:⁵

Characteristics of the Community

- Community awareness of an issue
- Motivation from within the community
- Small geographic area
- Flexibility and adaptability
- Preexisting social cohesion
- Ability to discuss, reach consensus, and cooperate
- Existing identifiable leadership
- Prior success with community building

Characteristics of the Community Building Process

- Widespread participation
- Good system of communication
- Minimal competition in pursuit of goals
- Development of self-understanding
- Benefits to many residents
- Focus on product and process concurrently
- Linkage to organizations outside the community
- Progression from simple to complex activities

³ Paul W. Matessich and Barbara R. Monsey, *Community Building: What Makes It Work — A Review of Factors Influencing Successful Community Building*. St. Paul: Amherst Wilder Foundation, 1997.

⁴ Paul W. Matessich and Barbara R. Monsey, *Collaboration: What Makes It Work — A Review of Research Literature on Factors Influencing Successful Collaboration*. St. Paul: Amherst H. Wilder Foundation, 1992.

⁵ *Community Building: What Makes It Work, supra*.



	<ul style="list-style-type: none"> ➤ Systematic gathering of information and analysis of community issues ➤ Training to gain community building skills ➤ Early involvement and support from existing, indigenous organizations ➤ Use of technical assistance ➤ Continual emergence of leaders as needed ➤ Community control over decision making ➤ The right mix of resources
Characteristics of Community Building Organizers	<ul style="list-style-type: none"> ➤ Understanding of the community ➤ Sincerity of commitment ➤ A relationship of trust ➤ Level of organizing experience ➤ Ability to be flexible and adaptable

Organizational Collaboration

A related but distinct set of factors are linked to successful *organizational collaboration*. Nineteen factors that influence the success of collaborations formed by human service, government, and other nonprofit agencies have been grouped into six categories as follows:

Environment	<ul style="list-style-type: none"> ➤ History of collaboration/cooperation in the community ➤ Collaborative group seen as a leader in the community ➤ Political/social climate favorable
Membership	<ul style="list-style-type: none"> ➤ Mutual respect, understanding and trust ➤ Appropriate cross-section of members ➤ Collaboration seen as in their self-interest ➤ Ability to compromise
Process/Structure	<ul style="list-style-type: none"> ➤ Members share a stake in both process and outcome ➤ Multiple layers of decision making ➤ Flexibility ➤ Development of clear roles and policy guidelines ➤ Adaptability
Communications	<ul style="list-style-type: none"> ➤ Open and frequent communication ➤ Established informal and formal communication links
Purpose	<ul style="list-style-type: none"> ➤ Concrete obtainable goals ➤ Shared vision ➤ Unique purpose
Resources	<ul style="list-style-type: none"> ➤ Sufficient funds ➤ Skilled convener



While all of these factors may not be directly applicable to court and community collaboration activities, a general understanding of community building and collaboration principles is vital for court leaders when embarking on creating opportunities for partnerships.

Community Building and Collaboration Resources

Suggested reading for developing expertise in community building and community collaboration include:

Collaboration

- Ray, Karen, and Michael Winer, *Collaboration Handbook: Creating, Sustaining, and Enjoying the Journey*. St. Paul: Amherst H. Wilder Foundation, 1994.
- Mattessich, Paul W., and Barbara R. Monsey, *Collaboration: What Makes It Work — A Review of Research Literature on Factors Influencing Successful Collaboration*. St. Paul: Amherst H. Wilder Foundation 1992.

Community Building

- Kingsley, G. Thomas, Joseph B. McNeely, and James O. Gibson, *Community Building — Coming of Age*. Washington, DC: Development Training Institute, Inc. and Urban Institute, 1997.
- Mattessich, Paul, W., and Barbara R. Monsey, *Community Building: What Makes It Work — A Review of Factors Influencing Successful Community Building*. St. Paul: Amherst H. Wilder Foundation, 1997.

COURT VOLUNTEER PROGRAMS

Community outreach includes not only going outside the court to create partnerships in community building and collaboration; it also includes bringing members of the community, as volunteers, in to assist with court operations. Volunteers in the courts, though they may be assigned to different tasks and divisions within local courts, share some common benefits, problems, and issues.



Carefully Design Your Volunteer Programs

Important steps in the process of planning a volunteer program include:

Answering fundamental questions	<ul style="list-style-type: none">➤ Evaluate the resources you have now, including financial, personnel, political, and community support.➤ Clarify your volunteer program's mandates and missions.➤ Evaluate the demographics and resources of your local community.➤ Determine the basic structure of the program.➤ Establish a vision for the future, including identifying:<ul style="list-style-type: none">• Where you want your program to be within six months, a year.• What you see as a successful volunteer program.• How you will achieve these goals.• How you will know when you have achieved the goals.
Appropriately Screen Volunteers	<ul style="list-style-type: none">➤ Take the time to check volunteer references.➤ Consider background checks on volunteers, particularly for those who will work with youth or in "sensitive" areas of the courthouse. California's Department of Social Services, Legal Division, offers the <i>Trustline</i>, a Background Check system originally set up for those who rely on in-home child care. The <i>Trustline</i> has access to the Department of Justice's records. Contact them at 1-800-822-8490, or visit their Web site at www.trustline.org.➤ Provide appropriate supervision to new volunteers and confirm that they are suited to the position.
Actively Building Support for the Volunteer Program	<ul style="list-style-type: none">➤ Be proactive! Let the community and the press know the good things you are doing.➤ Develop a brochure explaining the need for a volunteer program.➤ Document and keep track of volunteers' contributions.➤ Prepare media-ready press releases of what your program is doing.➤ Ask appropriate public or private entities to recognize your volunteer program.➤ Establish events such as Volunteers in the Courts Day.➤ Involve prominent community members in planning volunteer programs or volunteer activities. Print their names in programs to generate public support.➤ Develop a volunteer advisory board of people experienced in the field.➤ Get to know the media. Call media and ask for the representative who covers legal and/or volunteer efforts. Ask for a short meeting to introduce yourself and the volunteers in the courts program. Provide examples of significant contribution by volunteers.



Once You Have Volunteers

DO

- Enhance human dignity of all persons involved.
- Provide orientation with ground rules.
- Promote mutual benefits.
- Promote involvement in decision-making process.
- Give recognition and thanks.
- Encourage suggestions.

DON'T

- Waste their time.
- Make promises you can't keep.
- Allow demeaning or exploitative assignments.
- Compromise their effectiveness by not providing training and preparation.
- Focus on number of volunteers.
- Use volunteers as a means to subsidize budget problems.

Volunteer Model: New Jersey

Volunteers

New Jersey's court system has a long history of involving the community in the court through the use of citizen volunteers. In 1995, there were as many as 6,000 volunteers working in various capacities in the New Jersey courts. Some of the activities in which volunteers assist the courts are to:

- Advise the court on policy and program development;
- Advise judges on community sanctions and placement of foster children;
- Link probation offices to community resources;
- Oversee, as guardians, the well-being of incompetent elderly persons; and
- Serve as mentors for juveniles.

Citizen Input

New Jersey targeted two areas, probation and jury duty, for local citizen input in the form of community-based advisory committees because they are the loci of average citizens' most common contact with the courts, either directly, as jurors, or indirectly, as friends, neighbors, and potential employers of offenders who are returned to the community under a sentence of probation. In addition, New Jersey recently established local Citizen Advisory Committees on Minority Concerns with the purpose of eliminating racial bias from the judiciary. The main purpose of all the committees is to help build a "community-based constituency of court volunteers to promote public understanding and support of the courts, to expand court and community partnerships and to deliver court services."⁶

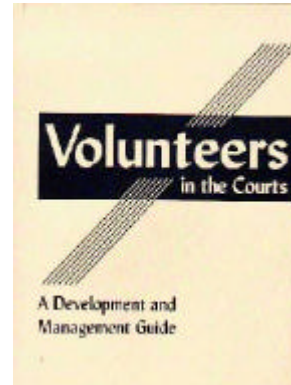
Volunteer Resources Available

AARP Volunteer Development and Management Guide. The American Association of Retired Persons has developed a manual, *Volunteers in the Courts: A Development and Management Guide*. This comprehensive manual provides:

⁶*New Jersey Volunteer Programs and Citizen Advisory Councils*. New Jersey: AOC Publications, 1995, p. 7.



- Chapter I: Model Court Volunteer Programs
- Chapter II: Planning and Developing a Volunteer Component
- Chapter III: Recruitment and Selection
- Chapter IV: Successful Volunteer Placement
- Chapter V: Training
- Chapter VI: Volunteer Management and Evaluation
- Chapter VII: Giving Credit Where Credit Is Due



Many of the suggestions above and the *Samples & Tools* that follow were drawn from this manual. If you choose to develop a volunteer program or if you are considering expanding or improving an existing volunteer program, you are strongly encouraged to contact the AARP at 601 "E" Street N.W., Washington, D.C. 20049 (Telephone: 202-434-2277) to request this manual.

Potential Partners & Volunteers

To publicize its work and to obtain community input, the Special Task Force on Court/Community Outreach mailed information to over 5,000 community organizations in California. In response to that mailing, the following organizations indicated an interest in being involved in court community outreach activities with their local courts. These organizations are an example of the different types of organizations to which the court could reach out at a local level in court and community collaboration efforts. In addition to these organizations, courts are encouraged to actively reach out to other community organizations in their vicinities to ensure that all are aware of the role they can play in providing input to and assisting the courts.

<u>COUNTY</u>	<u>ORGANIZATION</u>	<u>CONTACT/ADDRESS</u>
Alameda	Boys and Girls Club of Hayward	PO Box 3786 Hayward, CA 94540-3786
	Conciliation Forums of Oakland	Ilene Gnofild 663 13th St. Oakland, CA
	East Bay La Raza Lawyers	Leandro H. Duran 1936 University Ave., Suite #180 Berkeley, CA
	Inter-City Services, Inc.	Mansourt Id-Deen 3269 Adeline St. Berkeley, CA 94703
	Marcus Foster Educational Institute	1203 Preservation Park Way, Suite 303 Oakland, CA 94612
	Oakland Chinese Community Council, Inc.	Corinne Jan 168-11th St. Oakland, CA 94607
	San Lorenzo Village Homes Association	377 Paseo Grande San Lorenzo, CA 94580
	Spectrum Community Services, Inc.	Rosa Loya 1435 Grove Way Hayward, CA 94546
	Union City Chamber of Commerce	33428 Alvarado Niles Rd. Union City, CA 94587
	Women Lawyers of Alameda County	Ms. Michelle Diane Perry c/o Haims, Johnson, et al. 490 Grand Ave. Oakland, CA 94610
	Youth Employment Partnership, Inc.	Dennis Smith 1411 Fruitvale Ave. Oakland, CA 94601
Butte	Parent Education Network	Linda Hockman 2592 Notre Dame Blvd., Suite B Chico, CA 95928



COUNTY ORGANIZATION**CONTACT/ADDRESS**

Contra Costa	Battered Women's Alternatives Legal Program	PO Box 6556 Concord, CA 94524
	Diablo Valley AIDS Center	2490 Arnold Industrial Way Concord, CA 94520
El Dorado	El Dorado County Superior Court	Laureen Lee Lawrence 495 Main St. Placerville, CA 95667
	El Dorado Women's Center	Carmen Brenneise 3133 Gilmore St. Placerville, CA 95667
Fresno	Fresno Center for New Americans	4879 E. Kings Canyon Fresno, CA 93727
	Fresno County Bar Association	
	Fresno Indian Health, Inc.	Eric G. Don-Pedro 4991 E. McKinley, #118 Fresno, CA 93727
	Rape Counseling Service of Fresno	1060 Fulton Mall, Suite 901 Fresno, CA 93721
Imperial	Literacy Volunteers of America – Imperial Valley	939 W. Main St. El Centro, CA 92243
Inyo	Bishop Paiute Tribe	Meryiw E. Hess 50 Tusu Lane Bishop, CA 93514
Kern	YMCA of Kern County	Ken Breitang 1920 F St., Suite 1 Bakersfield, CA 93301
Lake	Big Brothers/Sisters of Lake County	PO Box 26 Lakeport, CA 95453
Los Angeles	ADR International, Inc.	Angela S. Haskins 11845 W. Olympic Blvd., #950 Los Angeles, CA 90064
	Antelope Valley Domestic Violence Council	Jeri Darr PO Box 4226 Lancaster, CA 93539
	Asian Pacific American Legal Center	Rachel M. Cometa 1010 S. Flower St., Ste. 302 Los Angeles, CA 90015
	Association of Children's Services Agencies	155 North Occidental Blvd. Los Angeles, CA 90026
	Barrio Action Youth & Family Center	Tammy Membreno 4927 N. Huntington Drive Los Angeles, CA 90032
	California Lawyers for the Arts	Gloria D. Ruiz 1641 18th St. Santa Monica, CA 90404
	California Women's Commission on Alcohol & Drug Dependence	Deborah Werner 14622 Victory Blvd., #100 Van Nuys, 911411



COUNTY ORGANIZATION

CONTACT/ADDRESS

Los Angeles	Challenger Boys & Girls Club of Metro LA	5029 S. Vermont Ave. PO Box 37189 Los Angeles, CA 90037-0189
	Charo Community Development Corporation	3951 E. Medford St. Los Angeles, CA 90063
	City Community Svcs	1030 Foothill Blvd., #204 La Canada, CA 91011
	Coalition for Justice	Heather Moses 11901 Santa Monica Blvd., Suite 623 Los Angeles, CA 90025
	Day One	Taylor Morton 182 Marathon Rd. Altadena, CA 91101-4423
	Family Mediation & Legal Assistance	Brenda Britton 820 Iliff St. Pacific Palisades, CA 90272
	Greater LA African-American Chamber of Commerce	3910 W. MLK Jr. Blvd. Los Angeles, CA 90008
	Heart of Los Angeles Youth	3300 Wilshire Blvd. Los Angeles, CA 90010
	Individual Conflict and Change Management	Joan Levinson 865 Comstock Ave., #16E Los Angeles, CA 90024
	JSWCR/Ministry	Rev. Gladys A. Snell-Williamson PO Box 1233 South Gate, CA 90280
	Korean American Coalition	Charles Kim 344 W. 8th St. Los Angeles, CA 90005
	LA County Bar Association	Richard Walch PO Box 55020 Los Angeles, CA 90055-2020
	Latin American Civic Association	Irene Tovar 340 Parkside Dr. San Fernando, CA 91340
	League of Women Voters	1126 Ashland Ave. Santa Monica, CA 90405
	League of Women Voters of the Beach Cities	540 20th St. Manhattan Beach, CA 90266
	League of Women Voters — Long Beach	Carol Churchill 1979 Raymond Ave. Signal Hill, CA 90806
	League of Women Voters — Los Angeles County	Linda L. Brown 1617 El Prado Torrance, CA 990501-3107
	Loyola Law School Center for Conflict Resolution	Marrta S. Gallegos 919 S. Albany St. Los Angeles, CA 90015-0019



COUNTY ORGANIZATION**CONTACT/ADDRESS**

Los Angeles	Maple Counseling Center	Mariko Kahn 9107 Wilshire Blvd., LL Beverly Hills, CA 90210
	Mexican American Bar Association	PO Box 86192 Los Angeles, CA 90086-0192
	New Directions, Inc.	11301 Wilshire Blvd., VA Bldg. 116 Los Angeles, CA 90073
	Parenting Institute Inc.	3761 Stocker St., 3211 Los Angeles, CA 90008
	San Fernando Valley Bar Association Barristers	
	San Fernando Valley Community Mental Health Center, Inc.	Ian Hunter, Ph.D. 6740 Kester Ave. Van Nuys, CA 91405
	San Gabriel Valley Lawyer Referral Service	1175 E. Garvey Ave., Suite 105 Covina, CA 91724-3618
	Southern California Business Association	727 W. 7th St. Suite 903 Los Angeles, CA 90017
	Su Casa Family Crisis & Support Center	Consuelo Lopez P.O. Box 998 Artesia, CA 90702
	Whittier Bar Association	Del Hovden 7915 S. Painter Ave. Whittier, CA 90602-2459
Madera	Madera County Bar Association	Law Offices of Charles A. Wieland 210 S. D St. Madera, CA 93638
Marin	Marin County Mediation Svcs	Jody Anne Becker 4 Mount Lassen Dr. San Rafael, CA 94903
	Marin County Sheriff's Department	Robert T. Doyle 3501 Civic Center, Rm. 145 San Rafael, CA 94903
	Mediation Services — City of Marin	4 Mt. Lassue Dr. San Rafael, CA 94903
	Professional Mediation Associates	Teresa V. Carey 700 Larkspur Landing Circle, Suite 199 Larkspur, CA 94939
	Solutions Unlimited	John Dukes PO Box 3033 San Anselmo, CA 94974-3033
Monterey	Monterey College of Law	Karen D. Kadushin 404 W. Franklin St. Monterey, CA 93940
Nevada	Domestic Violence and Sexual Assault Coalition	Coral Boganes PO Box 484 Grass Valley, CA 95945
	Project Jump Start	Bill McNamara PO Box 2311 Grass Valley, CA 95945



COUNTY ORGANIZATION**CONTACT/ADDRESS**

Nevada	Tahoe-Truckee Bar Association	Jean Roenos PO Box 2614 Truckee, CA 96160
Orange	Legal Aid Society of Orange County	Bob Cohen 902 N. Main St. Santa Ana, CA 92701
	Mediation and Change Management Resources	Barbara B. Howard PO Box 2926 Laguna Hills, CA 92654-2926
	Orange County Child Abuse Prevention Center	Kathy McCarrell 2482 Newport Blvd., Suite 7 Costa Mesa, CA 92627
	Placentia Boys and Girls Club	Ruben Alvarez 132 E. Growther Placentia, CA 92870
	Public Law Center	Scott Wylie 601 Civic Center Dr. West Santa Ana, CA 92701
	The Center — Orange County	Risa Valezuela 12832 Garden Grove Blvd., Suite A Garden Grove, CA 92843
	Tustin Chamber of Commerce	James Lynch 399 El Camino Real Tustin, CA 92780
	YMCA of Orange County	A. Wannhind 695 Town Center Dr., #270 Costa Mesa, CA 92626
Riverside	Beaumont Unified School District	John Wood Box 187, 500 Grace St. Beaumont, CA 92223
	Riverside County Bar Association Ambassador Program	James Heiting 3845 Market St., 3rd Floor Riverside, CA 92501
Sacramento	Association for California Tort Reform	Barbara M. Wheeler 1201 K St., #1150 Sacramento, CA 95814
	Community Services Planning Council	909 12th St., Suite 200 Sacramento, CA 95814
	Congress of California Seniors	Howard Owens Sacramento, CA 95814
	Criminal Justice Task Force for Persons with Developmental Disabilities	Troy Konarski 120 I St., 2nd Floor Sacramento, CA 95814
	Russian Consulting Corp. — U.S. Citizens Service Center	2830 Auburn Blvd., #5 Sacramento, CA 95821
	Women Lawyers of Sacramento	P.O. Box 2782 Sacramento, CA 95912



COUNTY ORGANIZATION**CONTACT/ADDRESS**

San Bernardino	Inland Mediation Board	Elaine Santangelo 1005 Begonia Ave. Ontario, CA 91762
	San Bernardino Bar Association	555 N. Arrowhead Ave. San Bernardino, CA 92410-1201
	YWCA Legal Aid Clinic of Redlands	16 E. Olive Ave. Redlands, CA 92373
San Diego	American Federation of Government Employees Local 2805 National INS Council	PO Box 124657 San Diego, CA 92112
	Barker Thomas McColloch & Walters	Jeffrey L. Mason 1455 Frazee Rd., Suite 800 San Diego, CA 92108
	Boys & Girls Club of Oceanside	401 Country Club Lane PO Box 1601 Oceanside, CA 92051
	Encinitas Chamber of Commerce	Paul Davis 138 Encinitas Blvd. Encinitas, CA 92024
	La Jolla Band of Indians	Star Route Box 158 Valley Center, CA 92082
	La Raza Lawyers Association of San Diego	George Aguilar 880 Front St., Rm. 6293 San Diego, CA 92101-8893
	League of Women Voters	Margaret Dyer 4532 Sunrise Ridge Oceanside, CA 92056
	North County Lifeline	Kim A. Mikhael 200 Jefferson St. Vista, CA 92084
	San Diego Mediation Center	
	Victim-Offender Reconciliation Program	1984 Sunset Cliffs Blvd. San Diego, CA 92107
	YWCA Domestic Violence Svcs.	Jackie Love-Baker 1012 C St. San Diego, CA 92101
San Francisco	BALIF	Tamar Pachter 26 Valley St. San Francisco, CA 94110-4922
	California Latino Civil Rights Network	474 Valencia St., Suite 285 San Francisco, CA 94103
	Korean Center, Inc.	1362 Post St. San Francisco, CA 94109
	Legal Assistance to the Elderly	Howard Levy 1453 Mission St., #500 San Francisco, CA 94103
	Meridian & Assoc., Mediation Specialists	Judith J. Tomsic 100 Eucalyptus Dr. San Francisco, CA 94132



COUNTY ORGANIZATION**CONTACT/ADDRESS**

San Francisco	Northern California Service League	28 Boardman Place San Francisco, CA 94103
	Public Advocates, Inc.	Mark Savage 1535 Mission Street San Francisco, CA 94103
San Joaquin	D.A.V. Charities of San Joaquin County	7743 N. West Lane A2 Stockton, 95210-3348
San Luis Obispo	Morro Bay Chamber of Commerce	880 Main St. Morro Bay, CA 93442
	San Luis Obispo Chamber of Commerce	Shelley Stanwyck 1039 Chorro Street San Luis Obispo, CA 93401
San Mateo	Family Service Agency of San Mateo Co.	
	Organizacion International Latino Americano of South SF	Mario M. Gonzalez 560 Diamond Ave. S. San Francisco, CA 94080
	Phoenix Education Center	1291 E. Hillsdale Blvd., Suite 123 Foster City, CA 94404
Santa Barbara	Legal Aid Foundation of Santa Barbara County	Clytie Koehler 301 E. Canon Perdido St. Santa Barbara, CA 93101
Santa Clara	Aztlan Academy	473 N. 13th St., #B San Jose, CA 95112
	Child Advocates	1731 N. 1st St., #3 San Jose, CA 95112
	Cupertino Community Svcs	M. E. Chell 10185 N. Stelling Rd. Cupertino, CA 95014
	Los Lupenos de San Jose	Teresa G. Daley PO Box 997 San Jose, CA 95108
	SCNDPP	270 Fox Hollow Circle Morgan Hill, CA 95037
Santa Cruz	Community Action Board of Santa Cruz County, Inc.	501 Soquel Ave., Suite E Santa Cruz, CA 95062
	Community Options/Court Referral Program/ California League Alternative Service Programs	Mary Grace 501 Cedar St., Suite A Santa Cruz, CA 95060
Siskiyou	Siskiyou County Family Law Clinic	Sandra E. Purnell Superior Court of California, County of Siskiyou 311 4th St. Eureka, CA 96097
Sonoma	Sonoma Valley Chamber of Commerce	651 Broadway Sonoma, CA 95476
	Valley of the Moon Boys & Girls Club	PO Box 980 Sonoma, CA 98476



COUNTY ORGANIZATION**CONTACT/ADDRESS**

Sonoma	YWCA of Sonoma County	2235 Challenger Way, Suite 108 Santa Rosa, CA 95407
Stanislaus	Ceres Chamber of Commerce	David Repp PO Box 545 Ceres, CA 95307
	Haven Women's Center of Stanislaus	619 13th St. Modesto, CA 95354
	Muir Trail Girl Scout Council	3621 Forest Glenn Dr. Modesto, CA 95355
	Parent Resource Center	811 5th St. Modesto, CA 95351-2808
Sutter	Yuba-Sutter Farm Bureau	Doris Joaquin 475 Palora Yuba City, CA 95991
Trinity	Golden Age Center, Inc.	PO Box 1413 Weaverville, CA 96093
Tulare	Whitman Village Community Center	Albert Ochoa 315 W. Pearl Street Visalia, CA 93291
	YWCA of the Harbor Area	437 W. 9th St. San Pedro, CA 90731
Yolo	Sexual Assault and Domestic Violence Center	927 Main St. Woodland, CA 95695
	YWCA of Torrance	Rhysa Davis 2320 W. Carson St. Torrance, CA 90501



Samples & Tools*

- ✓ **Sample:** Volunteer Need Letter
- ✓ **Tool:** Community Calendar Announcement
- ✓ **Sample:** Volunteer Response Letter
- ✓ **Sample:** Orientation Letter
- ✓ **Tool:** Volunteer Intent Form
- ✓ **Tool:** Volunteer Application
- ✓ **Tool:** Court Volunteer Agreement
- ✓ **Tool:** Volunteer Code of Ethics
- ✓ **Tool:** Assessment of Volunteer Needs
- ✓ **Tool:** Volunteer Exit Survey

* The volunteer *Sample & Tools* provided were taken from the AARP's *Volunteers in the Courts* guide.



Tool: Volunteer Need Letter

Dear Member:

When a community is hard hit by a natural calamity or by financial problems that limit its services, residents usually come together to offer help so it can weather the hardship. The [court] is in such a situation now. We appeal to our members to volunteer at least four hours, one day a week, to provide directions to the many people who come to our court each day. These people, who may be poor and elderly, come to court to resolve problems with their landlord (with paying rent, getting repairs, keeping pets in violation of lease policy) so they can remain in their homes.

Going to court creates a lot of apprehension. Most people are unfamiliar with the judicial processes. Volunteer assistants are needed to help people—to listen to them, direct them where to go, what and where to get forms, or where they may find their landlord's attorney.

All kinds of volunteers are needed. In addition to information assistants, the court needs pro bono attorneys to assist poor individuals who cannot afford an attorney and Spanish interpreters for those who are not fluent in English. Other volunteers are needed to process new cases and enter judges' orders in the computer.

You do not need to have specialized experience. Court staff will provide training.

Show your community spirit now—volunteer!

Return the enclosed card now—no obligation, of course.

Organization President



Tool: Community Calendar Announcement

Today's Date:

September 4, 1998

Activity Date:

September 14, 1998

Contact:

(Name, Title, Phone)

COMMUNITY CALENDAR NOTICE

Please place the following listing in your community calendar or events section. The upcoming training will be held in _____ but is intended for volunteers from all of _____.

Court Volunteer for _____ Court. The Court Volunteer Program will train new volunteers in _____ for four days beginning _____. Interested people from around the area are invited to attend. Some travel expenses provided. For more information, call (phone).



Sample: Volunteer Response Letter

Dear AARP Volunteer:

I wish to acknowledge your interest in volunteer work with the D.C. Superior Court Landlord and Tenant Branch. A volunteer orientation session will be held in the very near future.

Shortly after you receive this letter of acknowledgment, you will receive a letter with an assigned date for the Landlord and Tenant Court, its staff, and the type of volunteer jobs that are available. From the selected list of positions, you may choose one that seems interesting and challenging to you.

Thank you for volunteering your valuable time and energy with the D.C. Superior Court. Please come to the orientation when it is announced.

Sincerely,

Ralph W. Jordan
Acting Landlord and Tenant Branch Chief



Sample: Orientation Letter

Dear AARP Volunteer:

Thank you for expressing interest in volunteering with the D.C. Superior Court Landlord and Tenant Branch. We are going to conduct an orientation at the:

D.C. Superior Court
500 Indiana Avenue N.W.
Third Floor
Judges Conference Room 3300
Washington, DC 20001

At: _____ On: _____

The volunteer orientation will provide you with a better understanding of the volunteer jobs available and what they entail. This session will enable you to make a final decision regarding your volunteer service. Attached are two brief descriptions of the jobs we have mentioned in the recruitment letter. As we said, we also need volunteer Spanish interpreters and volunteer lawyers.

Please confirm your intent to attend the orientation by returning the Volunteer Intent Form to me in the postage prepaid envelope not later than _____. Your name will be removed from the volunteer roster if I do not hear from you by then. In addition, complete and return and/or bring to the orientation the enclosed Landlord and Tenant Court Volunteer Application. You may telephone xxx-xxx-xxxx if the above date is inconvenient for you.

Please come to the orientation so you will know more about the D.C. Landlord and Tenant Court and its work. To visit the Superior Court, you may take Metro's Red Line to the Judiciary Square stop, then take the Fourth Street exit.

Sincerely,

Ralph W. Jordan
Landlord and Tenant Action Branch Chief



VOLUNTEER INTENT FORM

Name: _____

Address: _____

Telephone: _____

☐ **Yes, I am coming to the orientation on** _____ **at** _____.
Date Time

Signature

Date



VOLUNTEER APPLICATION

Name: _____

Address: _____

Telephone: (Home) _____ (Work) _____

The best time to reach you:

_____ AM _____ PM (Home) _____ AM _____ PM (Work)

1. What day(s) would you like to work as a volunteer:

1st choice _____

2nd choice _____

3rd choice _____

2. How many days a week would you prefer to work:

☐ One Day

☐ Two Days

Other: _____ day(s)

3. How many hours would you prefer to work:

☐ 4 hours

☐ 6 hours

Other: _____ hours

4. Do you type? ☐ Yes ☐ No

5. Do you possess computer skills? ☐ Yes ☐ No

6. Are you interested in learning computer work? ☐ Yes ☐ No



Tool: Volunteer Application (continued)

Back

7. What is your job or career background (past or present)? _____

8. Are you currently employed? ☐ Yes ☐ No

9. Have you worked as a volunteer before? ☐ Yes ☐ No

10. If yes, how long have you worked as a volunteer? _____

11. Are you currently volunteering for another agency/organization? ☐ Yes ☐ No

12. What volunteer position are you interested in? _____

13. What transportation will you use to come to work in the court?

☐ Own car ☐ Public transportation

14. Please list two references we may contact (nonfamily):

Name _____

Name _____

Address _____

Address _____

Telephone _____

Telephone _____

Signature

Date



Tool: Court Volunteer Agreement

COURT VOLUNTEER AGREEMENT

This agreement is intended to indicate the seriousness with which we treat our volunteers. The intent of the agreement is to assure you of our deep appreciation of your service and to indicate our commitment to do the very best we can to make your volunteer experience here a productive and rewarding one.

I. COURT

We, [court], agree to accept the services of [volunteer name] beginning [date], and we commit to the following:

1. To provide adequate information, training, and assistance for the volunteer to be able to meet the responsibilities of the position.
2. To ensure diligent supervisory aid to the volunteer and to provide feedback on performance.
3. To respect the skills, dignity, and individual needs of the volunteer, and to do our best to adjust to these individual requirements.
4. To be receptive to any comments from the volunteer regarding ways in which we might mutually better accomplish our respective tasks.
5. To treat the volunteer as an equal partner with court staff, jointly responsible for completion of the court mission.

II. VOLUNTEER

I, [volunteer], agree to serve as a volunteer and commit to the following:

1. To perform my volunteer duties to the best of my ability.
2. To adhere to court rules and procedures, including record-keeping requirements and confidentiality of the court.
3. To meet time and duty commitments, or to provide adequate notice so that alternative arrangements can be made.

III. AGREED TO:

Volunteer

Staff Representative

Date

Date

This agreement may be canceled at any time at the discretion of either of the parties, but will expire automatically on [date] unless renewed by both parties.



Tool: Volunteer Code of Ethics

VOLUNTEER CODE OF ETHICS

As a court volunteer, I realize that I am subject to a code of ethics similar to that which binds others in the field in which I work. Like them, I assume certain responsibilities and expect to account for what I do in terms of what I am expected to do. I recognize and adhere to the following points of volunteer ethics and as a court volunteer will endeavor to:

1. Participate in efforts to maintain and promote the court program's integrity and credibility.
2. Recognize the boundaries of my own level of training and skills and consult with court supervisor/coordinator when needed.
3. Maintain competence in areas relevant to carrying out my duties in the court system.
4. Provide services with respect for people's dignity and individuality unrestricted by considerations of age, social or economic status, personal characteristics, or lifestyle choices.
5. Respect and promote people's right to self-determination.
6. Safeguard the confidentiality of all people in the court; not divulge any information obtained in the course of court activity without proper consent, unless an immediate life-threatening situation overrides this discretion.
7. Act in accordance with the standards and practices of the court program and with respect to the policies of the sponsoring organization.
8. Participate in efforts to promote a quality court system.
9. Avoid any conflict of interest or appearance of conflict of interest, including financial gain, in providing court services.

I will do my utmost to uphold this code, as I understand the effectiveness and credibility of this program depends, in part, on the way I carry out my responsibilities.

Signature

Date



ASSESSMENT OF VOLUNTEER NEEDS

As part of our continued effort to improve our court program, we would like your responses to the following questions. Please be as complete and honest as you can—all of the information collected will be kept strictly confidential.

1. How long have you been volunteering with us? _____
2. How did you become aware of our court program? _____
3. What do you like best about being a court volunteer? What do you like least?
4. What functions are you currently involved in?
 - ☐ Answer public's questions
 - ☐ Report problems
 - ☐ Perform information clerk duties
 - ☐ Provide educational programs for:
 - ☐ Peers ☐ Other courts ☐ Other community groups
5. How many people do you serve regularly? _____
6. To what extent do you think volunteers are accepted by staff?
 - ☐ Well accepted ☐ Mixed reception ☐ Not well accepted
7. Do you feel that volunteers receive sufficient orientation about our program when they begin work?
 - ☐ Yes ☐ Somewhat ☐ No ☐ Don't know
8. Do you feel that volunteers receive enough training in how to carry out their assignments?
 - ☐ Yes ☐ Somewhat ☐ No ☐ Don't know
9. Do you feel you are kept up to date on current happenings and new information?
 - ☐ Yes ☐ Somewhat ☐ No ☐ Don't know



Tool: Assessment of Volunteer Needs (continued)

Back

10. Do you think volunteers are provided with sufficient feedback by those they work with?
- ☐ Yes ☐ Somewhat ☐ No ☐ Don't know
11. Do you think that volunteers have sufficient opportunity for increased responsibility?
- ☐ Yes ☐ Somewhat ☐ No ☐ Don't know
12. We are interested in the range of skills and interests represented in our program. However, these items are optional. Please feel free to answer as many or as few as you wish.
- ☐ Educational background _____
- ☐ Current or past occupation _____
- ☐ Hobbies, interests, skills _____
- ☐ Previous volunteer experience _____
13. Do you have any comments on ways you feel the program could be improved, other ways to use volunteers, or any additions to your answers above?



Tool: Volunteer Exit Survey

VOLUNTEER EXIT SURVEY

We are always striving to improve the performance of our volunteer management system. As one of our volunteers, we would appreciate your help in identifying areas in which we might do better. Please be as complete and honest as you can in answering the following questions—all of the information collected will be kept confidential, but it will be utilized to ensure that others who volunteer will receive the best possible treatment.

How long did you volunteer with us? _____

Type(s) of volunteer position(s) held:

Why are you leaving? (Check all that apply)

- ☐ Job accomplished
- ☐ Didn't like the job I was given
- ☐ Moving to a new location
- ☐ Need a change
- ☐ Didn't feel well utilized
- ☐ Other time commitments
- ☐ Health problems
- ☐ Problems with staff or other volunteers
- ☐ Other: _____

